



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-8-17 to 5-12-17"

Offsite Technical Support Visits = 1—Santa Paula—Turn up systems after AC failure shutdown—Jordan Goebel

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 Events—College Forum, Foundation Event etc...

Emergency Gear Last Checked = 4-14-17

Emergency Satellite TV Last Checked = 4-14-17

Total Open Work Tickets = 53 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1537 tickets*

New Work Tickets This Week = 71 tickets

Resolved Work Tickets This Week = 94 tickets

Oldest Work Ticket = Install Wi-Fi IAP in Lower Gym Area —4-4-16

Number of Active Major Projects = 32 projects

Number of Completed Major Projects = 261 projects

Weekly Highlights

- Helped to lead a visualization room demonstration for the Ventura College Foundation. Around 20 people attended this event.
- Two of our technicians attended a Creston/AV training session at Moorpark College. They will be certified AV/Creston technicians once they complete this program.
- Finalized the setup of a new instance of SARS counseling appointment software for our EAC department.

**Some of this total might include SPAM messages sent to the help desk email account. This number is rough and approximate.*